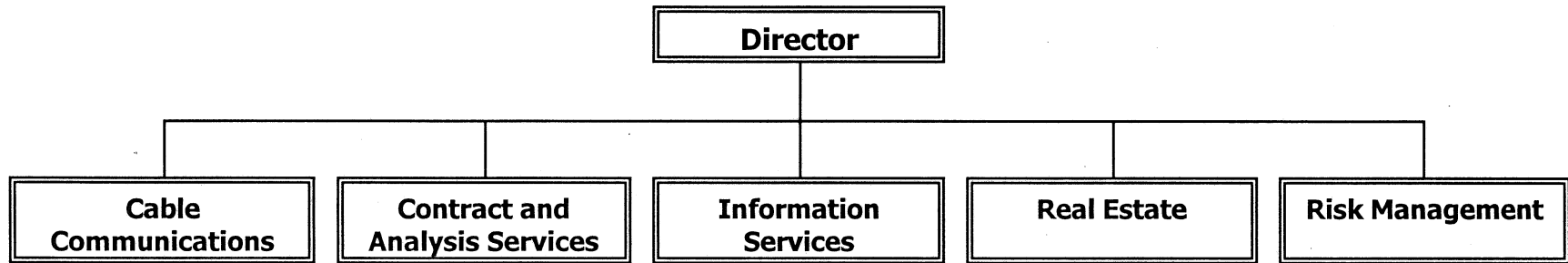


Technology and Management Services

Mission Statement

To provide technology leadership and superior management services that are responsive to our customers' current and future needs.

Technology and Management Services



Strategic Plan Accomplishments and 2003 Priorities

Major Accomplishments

Cable Communications

- ▶ Administered the cable franchise and, as part of that function, received and resolved 237 cable subscriber complaints and monitored the upgrade of the Subscriber Network and the Fiber I-Net's construction in 2001.
- ▶ Processed 874 Conference Center reservations and cancellations; performed 326 audio/video set-ups and served more than 24,000 customers.
- ▶ Produced 300 hours of live city and county meeting coverage and 62 other programs. Won a 2001 state award for programming excellence.

Contract and Analysis Services

- ▶ Contract and Analysis Services' costs are allocated among users based on actual service use. In 2001, allocations were: 50.6% to the city, 12.4% to Regional Water Services, 36.4% to Ramsey County and .6% to the Saint Paul Port Authority and RiverCentre.
- ▶ With the Office of Financial Services, jointly developed and implemented a procurement card program, which helps the city streamline the processing of small purchases, travel expenses and other transactions. Card usage has expanded by more than 300% since its 1999 inception.

Information Services

- ▶ Provided citywide technology management services, including: network, server and desktop support, strategic information planning and policy setting, departmental systems support and other IS consulting services. The city's technology base includes:
 - Over 4,000 hardware units running more than 5,000 software applications on 150 miles of networked cable and wire
 - 35 local area networks (LANS), or host computers, and close to 200 separate computer systems.
 - Two Web servers that process more than 900,000 requests per week
 - E-mail addresses for approximately 2,320 city staff.

Real Estate

- ▶ Annually processed the approval of \$24 million in capital assessments and service charges and collected \$18 million. Managed the \$18 million outstanding balance of multiyear capital assessments.

Risk Management

- ▶ In 2001, managed more than \$28 million in health and life insurance, workers' compensation and claims costs. Workers' compensation costs increased only 2.7% and per-employee health insurance is 8% below the national average for

2003 Priorities

Cable Communications

- ▶ Increase the quality and use of the Institutional Network (I-Net) so that it effectively replaces telephone lines as a communications medium for voice, data and video. Manage and oversee the development of the Hybrid Fiber Cable (HFC) I-Net and the Fiber I-Net. The networks consist of approximately 200 miles of fiber and coaxial cable, currently serving 75 active city sites and benefitting an estimated 1,000 city employees.
- ▶ Provide video production, meeting cable-coverage, audio-visual support and City Hall-Courthouse Conference Center reservations for the city and county.
- ▶ Act as liaison between the city and the cable company.

Contract and Analysis Services

Maintain the city's cooperative purchasing agreements with more than 50 local governments and continue to develop and implement cost-saving initiatives.

Information Services

- ▶ Establish a healthy technical environment by providing:
 - Adequate funding and support
 - Technical staff deployment and development
 - Strategic planning
 - Commons area support functions.
- ▶ Use technology initiative funding to accomplish to maintain and enhance a viable technical infrastructure, allowing city departments to effectively use technology to meet their strategic goals.
- ▶ Use the Internet and intranet to provide access to departmental services.
- ▶ Continuously look for innovative ways to deliver departmental services.

Real Estate

- ▶ Manage 95,000 square feet of City Hall Annex space. The 90,000 square feet of city-occupied space in City Hall is leased from Ramsey County
- ▶ Acquire 30 parcels and vacate 25 parcels of land per year on the city's behalf.

Risk Management

- ▶ Select the city's health and life insurance providers through a request for proposal process.
- ▶ With the implementation of the Risk Management Information System, automate data exchange with the payroll, finance and personnel system, eliminating 80% of the current paperwork.

Technology and Management Services

DEPARTMENT/OFFICE DIRECTOR: DENNIS FLAHERTY

	2000 2ND PRIOR EXP & ENC *	2001 LAST YEAR EXP & ENC *	2002 ADOPTED BUDGET	2003 MAYOR'S PROPOSED	2003 COUNCIL ADOPTED	ADOPTED MAYOR'S PROPOSED	CHANGE FROM 2002 ADOPTED
<hr/>							
<u>SPENDING APPROPRIATIONS</u>							
001 GENERAL FUND	6,776,881	7,082,695	8,268,059	8,239,259	8,317,695	78,436	49,636
124 CONTRACT AND ANALYSIS SERVICES	900,797	846,274	998,756	1,023,445	1,023,445		24,689
160 FMS-REAL ESTATE MGMNT FUND	1,741,906	1,792,025	1,874,164	1,878,745	1,937,235	58,490	63,071
164 INFO SERVICES INTERNAL SERVICES F			170,000	170,000	170,000		
165 TMS SPECIAL PROJECTS FUND Y	332,450	2,251,423	752,280	772,179	1,772,179	1,000,000	1,019,899
166 CABLE COMMUNICATIONS SPEC REV FUN	1,596,581	1,654,831	2,517,812	2,352,679	2,352,679		165,133-
626 CITY-WIDE DATA PROCESSING	722,417	903,983	984,263	1,024,173	1,024,173		39,910
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TOTAL SPENDING BY UNIT	12,071,032	14,531,231	15,565,334	15,460,480	16,597,406	1,136,926	1,032,072
	<hr/>						
<u>SPENDING BY MAJOR OBJECT</u>							
SALARIES	5,396,356	5,697,406	6,345,907	6,774,297	6,877,177	102,880	531,270
EMPLOYER FRINGE BENEFITS	1,658,310	1,683,388	1,926,375	2,063,372	2,094,802	31,430	168,427
SERVICES	2,926,118	3,446,314	4,267,746	3,559,606	3,662,222	102,616	605,524-
MATERIALS AND SUPPLIES	563,043	733,744	411,859	420,245	420,245		8,386
MISC TRANSFER CONTINGENCY ETC	1,074,454	1,043,755	2,026,423	2,030,385	2,030,385		3,962
DEBT	163,708	253,017	253,017	253,017	253,017		
STREET SEWER BRIDGE ETC IMPROVEMENT							
EQUIPMENT LAND AND BUILDINGS	289,043	1,673,607	334,007	359,558	1,259,558	900,000	925,551
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TOTAL SPENDING BY OBJECT	12,071,032	14,531,231	15,565,334	15,460,480	16,597,406	1,136,926	1,032,072
	<hr/>						
		20.4 %	7.1 %	.7-%	7.4 %	7.4 %	6.6 %
<u>FINANCING BY MAJOR OBJECT</u>							
GENERAL FUND	6,776,881	7,082,695	8,268,059	8,239,259	8,317,695	78,436	49,636
SPECIAL FUNDS							
TAXES	1,664,048	1,673,278	1,839,000	1,650,000	1,650,000		189,000-
LICENSES AND PERMITS							
INTERGOVERNMENTAL REVENUE	156,626	1,680,934	200,000				200,000-
FEES, SALES AND SERVICES	2,255,715	2,683,159	2,794,332	2,768,807	2,827,297	58,490	32,965
ENTERPRISE AND UTILITY REVENUE							
MISCELLANEOUS REVENUE	1,660,365	2,355,424	1,676,637	1,719,117	1,719,117		42,480
TRANSFERS	6,849-	210,841	292,786	516,606	516,606		223,820
FUND BALANCES			494,520	566,691	1,566,691	1,000,000	1,072,171
	<hr/>						
TOTAL FINANCING BY OBJECT	12,506,786	15,686,331	15,565,334	15,460,480	16,597,406	1,136,926	1,032,072
	<hr/>						
		25.4 %	.8-%	.7-%	7.4 %	7.4 %	6.6 %

Budget Explanation

Major Changes in Spending and Financing

Creating the 2003 Budget Base

The 2002 adopted budget was adjusted to set the base for the year 2003. Salary and fringe benefits were increased for the anticipated growth due to the bargaining process. A spending cap was imposed on the department's adjusted general fund budget to limit the growth of government spending and to avoid an increase to the city's property tax. Each division's base budget changes and any department requests are discussed below.

Administration

The 2003 budget reflects removal of 2002's one-time, \$800,000 E-Government spending.

Cable Communications

Spending: Cable eliminated a \$125,000 contribution to the Cable Fund fund balance and some capital expenditures due to an anticipated decrease in franchise fees. Despite these reductions, Cable's contribution to the General Fund remains steady at the 2002 level of \$863,000.

Financing: Cable franchise fees are projected to decrease in 2003 for the first time in the 17-year history of the cable franchise. This decrease is due to lower subscriber numbers and a federal ruling that prohibits franchise fees on cable modem service. In addition, the annual I-Net grant has expired and the city will no longer receive this revenue from the cable company. The combined effect of these changes is an estimated \$300,000 revenue reduction.

Contract and Analysis Services

Spending and Financing: the Vendor Outreach Program was transferred from Human Rights.

Information Services

Spending: \$224,900 was added to the base budget: \$82,600 for ongoing E-Government costs (Internet and firewall services, document subscription services, and Web server leases) and \$142,300 for ongoing server leases and network and e-mail licensing and support. IS met its base budget despite substantial increases in salaries, benefits, and maintenance costs. Decreases were achieved by consolidating and migrating Oracle licenses, consolidating and reducing data lines, eliminating end-user training and reducing PC replacement assistance. IS proposed several above-base requests in personnel and hardware to improve city technical capabilities.

Financing: The above-base requests are mostly funded by the general fund except for a .5 FTE desktop support person for the License, Inspections, and Environmental Protection Office.

Real Estate

No major changes in general fund spending or financing.

Risk Management

Spending: other than removal of a one-year benefits specialist position from the 2002 budget, Risk Management had no major changes in operational spending.

Financing: no major changes in financing.

Department Proposals

Information Services requested \$706,000 for 6.5 FTE desktop support personnel, 1 FTE for property address database support, various network infrastructure and server purchases, and IS staff salary increases for retention purposes.

Real Estate requested \$101,400 to study its assessment billing information system for possible replacement, and \$100,000 as a contingency to begin upgrading the system in 2003, both funded by the Public Improvement Revolving Fund. Real Estate also proposed increasing street and right-of-way vacation fees to cover one-third the processing costs and raise \$6,400 in additional revenues.

Mayor's Recommendations

The mayor recommends accepting the department's submitted budget and proposals, with the following changes:

- \$413,000 for the IS Division's above-base requests. The Mayor recommends funding 2.5 FTE desktop support personnel rather than 6.5 FTEs and not providing salary increases for retention purposes. The 2.5 FTEs will support Parks, Fire and LIEP.
- an additional .5 FTE to support the city's website and manage content (\$26,000).
- use \$438,000 in Cable Fund fund balance as one-time financing for 2003.

Council Actions

The city council adopted the TMS budget with three technical changes recommended by the Mayor. The council moved 1 FTE from RiverPrint to Real Estate's Design Group, added \$1 million in county bond financing to the Real Estate Division's budget for funding the new Police Department headquarters' furnishings and equipment, and added \$78,436 for a GIS initiative funded by several city departments.